



SERENA HOTELS

SAFARI LODGES AND CAMPS
HOTELS • RESORTS

LAKE KIVU SERENA HOTEL

Lake Kivu Serena Hotel is located in the resort Rwandan town of Gisenyi, on the shores of Lake Kivu, the sixth largest lake in Africa. The hotel is ideally situated on a sandy palm lined beach, with the nearby Virunga Volcanoes providing a spectacular backdrop on one side and a panoramic view of the lake on the other.

General Manager
Duncan Lewa

Direct contact

P.O BOX 7469, Kigali

Tel: +250 252 597100

Tel +250 252 597101

Email: Kigali@serena.co.rw

Web: www.serenahotels.com

Kenya

Serena Sales Centre, Nairobi

Williamson House, 4th Floor

4th Ngong Avenue

Tel:(254-20) 284 2333, 2711077/8

Email:cro@serena.co.ke

Reservations

Tanzania

Arusha Central Reservations

Tel: (255-27) 2504158, 2504153

Mail: reservations@serena.co.tz

South Africa Sales and Reservations Office

Johannesburg

Tel:(27-11) 465 0808

Email:reservations@serenahotels.co.za

GUEST ROOM INFORMATION

Total number of rooms and suites 66

- 60 standard(one adapted for the physically challenged)
- 6 suites
- 23 family rooms

CHECK IN FACILITIES

- Express Check in 12.00hrs and Check-out 1000hrs

HOW TO GET THERE

- The hotel is 160 kms from Kigali (20 minute's flight from Kigali International Airport)
- Tour buses & taxis available*

ROOM AMENITIES

- 24- hour room service
- Telephone
- Free Wi-Fi
- In-room Satellite TV
- Private safe
- Tea and coffee making facilities
- Hairdryers

GUEST SERVICES

- Baby sitters
- Baby cots
- 24hr doctor on call
- Mail and postal services

SPECIAL FEATURES

- News stand
- Concierge service
- Porter service
- Car Park
- Duty Manager 24 hrs.

DINING AND BAR ACTIVITIES

- Kiyaga Restaurant –features Rwandese, African and International cuisine.
- Ziwani Café – all day café service

ACTIVITIES

- Walking safaris and Hikes
- Empakai crater day visit *
- Cultural Tours to the Local Tribes
- Game Drives *
- Maasai Cultural Center
- Massage Services *
- Boating *
- Lake fishing
- Tennis and volleyball
- Walking
- Trekking

CHILD FRIENDLY

- Family rooms
- Baby sitting
- Children's menu
- Tennis and volleyball
- Boat trips
- Swimming pool

BUSINESS SERVICES

- Multilingual Secretarial Support
- 24-hour global connectivity

CONFERENCE FACILITIES

- An air-conditioned ballroom
- Two spacious and interconnecting conference and event arenas
- A private air-conditioned boardroom
- A selection of indoor and outdoor reception areas
- An interactive business center
- Free Wi-Fi connectivity
- Audio-visual facilities
- Translation/interpretation facilities
- Private entrance and function lobby
- Extensive private parking.

PLACES OF INTEREST

- Gorilla-trekking in the Volcanoes National Park *
- Visits to the chimps and golden monkeys of Akagera National Park*
- Volcano climbing in the Volcanoes National Park*
- Primate or ornithological tours of Nyungwe Forest National Reserve*
- Trekking in the Virunga Mountains*
- Lake and crater in the Virungas *

NB* CHARGABLE

